GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

LOK SABHA
UNSTARRED QUESTION NO. 1503
TO BE ANSWERED ON 27.12.2017

UNSANITARY CONDITIONS IN TRAINS

1503. SHRI BADRUDDIN AJMAL:

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways is aware that passengers of most of the trains specially long route trains are facing trouble due to unsanitary conditions in trains;

(b) if so, the details thereof;

(c) the details of the models and ways to keep the trains clean;

(d) whether any officer is deputed in trains to whom passengers may complain about sanitation; and

(e) if so, the details thereof?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) & (b) A few complaints are received from the train passengers, including long route trains, regarding cleanliness in coaches, cleanliness of toilets etc.

(c) to (e) Some of the major initiatives taken by Indian Railways towards improvement of cleanliness in trains are as follows:

(i) **Cleaning of coaches of trains at both ends including mechanised cleaning.**

(ii) **On Board Housekeeping Services (OBHS) have been provided in more than 950 pairs of trains including Rajdhani, Shatabdi, Duronto and other important long distance Mail/Express trains for cleaning of coach toilets, doorways, aisles and passenger compartments during the run of the trains.**

(iii) **'Clean My Coach'/ 'Coach Mitra' service is provided to attend to cleaning/sanitation related requirements on demand in nearly 900 pairs of important Superfast/Mail/Express long distance trains having On Board Housekeeping Service. The compliance data pertaining to requests received is monitored.**

(iv) **Clean Train Station (CTS) scheme has also been prescribed for limited mechanised cleaning attention to identified trains including cleaning of toilets during their scheduled stoppages enroute at nominated stations.**

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